

April 22, 2018

Federal Communications Commission
445 12th Street, SW
Washington, D.C. 20554

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FCC Mailroom

Members of the Federal Communications Commission

I am writing to request that you adopt the regulations needed to allow TV White Space technology as an option for broadband access in the market. My husband and I are the parents of three teenagers, each of which are individuals driven to succeed. We live in a small town in Wisconsin. Cell service is limited. Our local telephone company provides WiFi service at a fair price, with excellent customer service. However, the high speed service has been spotty. Our family recently added cell phones. The unlimited data was not the answer to our problems. Unlimited works "ok" at the 4G level, but maxes out quickly, leaving 3G and that is useless.

I am the Treasurer for our Township. I STRUGGLED collecting property taxes. Our County has gone to a payment record system online, therefore, I must have internet in order to make the tax payments for our taxpayers. This is tough to do, when days are scheduled and you have a line of people waiting and your internet continues to kick you off.

Today, my dual sport, 4.0 Freshman daughter is working on her online Driver's Ed course. She has been frustrated consistently with being kicked off and having to start the session over from the beginning. My son was live-streaming a video for his AP History Class assignment, and was unable to get through it. He ended up driving to town and sat in front of the Public Library in his car and watched it. My other son uses Chrome books for his Science class. He no longer brings Science homework home. He makes sure he gets that done in his study hall, because he cannot count on our internet to keep him connected to be able to do it.

This is frustrating to us. We built our house 19 years ago. I opened a satellite office for my company at that time in our home. We had dial-up service run to the house. That didn't last long, as the industry demanded higher speeds and I couldn't get that here. I moved the office to the nearest large city, Wausau, WI. That moved a business out of this area, directly due to the lack of high speed internet access. Now 19 years later, my kids can't even do their homework. I am paying approximately \$100/mo for my local phone service which includes my internet. I also pay for 4 cell phones, thinking that would give us the tools we all need in this family. It is clear that in order to do that, I would need to pay more than triple what I currently do to have an adequate amount of data service. We are unable to get any local television stations, forced to purchase satellite television for something we should be able to have free. I have paid an average of \$70 per month for satellite tv for 19 ½ years. That is \$16,380 to be able to watch the news. Our cell phone bills are ridiculous. However, this does not have to be the case. Open it

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up so everyday people can use this money towards growth and development of ourselves, our children, our communities, our counties, and our state. Cell phones are not going anywhere. Everyone has one, everyone integrates it into their everyday life. It is becoming a need, not a want, regardless of how anyone feels about the pros and cons. It's not going away.

We are an ordinary, busy, hard-working family. My husband has worked for his company since he graduated from college, 21 years ago. I have run a business from my home (other than the Municipal Treasurer position) for the past 14 years, one that does not require access. Our children are active students of our local high school, all are 3 sport athletes, all are involved in multiple clubs, and all are high honor students. I have one wanting to become a pediatric doctor and one wanting to head to college for architecture. We want them to come back to this community, bring growth and stability to our town. We want our graduates to return here and build houses and raise families here. They will consider their cellular and internet interests a priority when deciding where to build. The rural areas need accessible broadband service. I have attached two pictures of connection issue banners that have stopped me from being able to continue typing this letter on Google Docs!

I am not alone. Everyone feels the same. Everyone is frustrated. I pay the same dollar for my service as the person living in town. I understand my service costs more of that dollar than the person living in town. However, opening up the broadband will bring dollars into our rural areas and keep them alive and growing. This is not a want. This is a need. I don't want broadband so I can play Online Poker. I need it for us to succeed in today's world.

Please make it possible to allow the use of TV White Space at a reasonable price.

Cordially

Becky Herb